

July 13, 2006

CALWORKS PROGRAM GUIDE
Special Notice
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MEDICAL PROGRAM GUIDE
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FOOD STAMP PROGRAM GUIDE
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Subject	INSTRUCTIONS TO REQUEST PROVIDER ADDITIONS AND CHANGES IN CALWIN
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Reference	Centralized Provider Maintenance Unit Plan
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Effective Date	June 5, 2006
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Purpose	<p>The purpose of this special notice is to inform Human Service Specialists (HSS), Employment Case Managers (ECM), and FSET Social Workers of:</p> <ul style="list-style-type: none">• the process to request additions and/or changes to providers in the CalWIN system; and• the new requirement to send W-9 forms to non-exempt providers.
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Background	<p>In CalWIN, a provider is defined as any individual, agency, or business (profit and non-profit) that provides services to clients. Examples of providers in CalWIN include:</p> <ul style="list-style-type: none">• Vendors (housing, food, clothing, transportation, etc.),• Employment Services activities, and• Long-Term Care (LTC) facilities. <p>San Diego County elected to centralize the job duty of maintaining provider information in the CalWIN system in an effort to:</p> <ul style="list-style-type: none">• increase security,• minimize fraud, and• decrease errors that could affect the delivery of payments and/or services to clients. <p>Additionally, it is now a requirement for staff to request a W-9 tax forms from all non-exempt providers so that CalWIN will generate the 1099 tax forms for providers, when appropriate.</p>
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Background (Continued)	For CalWORKS, Welfare to Work, Medi-Cal, and FSET staff the duty of updating provider information, including the W-9 tax information, will be centralized with staff from Fiscal.
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Provider Naming Convention in CalWIN	<p>There is a standard naming convention for providers in the CalWIN system. Information regarding provider naming conventions is important to know when staff is:</p> <ul style="list-style-type: none">• searching for a provider in CalWIN, and• requesting additions/changes to providers. <p>The general rules for provider naming convention are:</p> <ul style="list-style-type: none">• There is a limit of 20 characters for business names, including all letters, numbers, spaces and punctuation.• Do not use punctuation unless absolutely necessary. This includes apostrophes, hyphens, periods, etc. e.g. use Carols Place instead of Carol's Place. Dr instead of Dr. and WalMart instead of Wal-Mart.• Do not put any space between Mac or MC and the rest of a name, e.g. McGregor, McDonald, etc.• All state names are to be shortened to the standard 2-letter abbreviation used by the post office. California = CA• City names will use standard abbreviations used by the post office.• When referring to County departments, use only the common abbreviation, i.e. HHSA, etc.• Refer to Webster's Dictionary for standard abbreviations.• Do not add "no refund", "clothing only", etc to the name of the provider. Use only the name of the provider/vendor.• Addresses need to be the provider/vendor address and not the case address, unless they are the same.• Address formatting needs to follow established methods as described in the CDS Code Book for the HSHD screen (abbreviations for directionals, prefixes, suffixes, unit types and states).
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Determining if a Provider is Already in CalWIN Correctly	<p>Once a provider is entered into CalWIN, it cannot be deleted. Therefore, it is critical that before making a request to add a provider into the CalWIN reference tables staff first check to see if it is already present. Please see Attachment A, "How to Search for a Provider" for the procedure to check for providers in the CalWIN system.</p>
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Note: This "How To" is available on the San Diego County CalWIN Intranet under [CIG>How To>How To # 226, How to Search for a Provider](#).

**CalWIN
Provider
Maintenance
Process for
HSS Staff**

When a HSS determines they need to utilize a provider that is either not in CalWIN or is in CalWIN incorrectly, then they follow the procedure below for getting the provider either added or updated in the system:

Step	Action
1	<p>Complete the electronic "Request to Add/Change Provider Record in CalWIN".</p> <p>Note: All fields denoted with a red star must be completed. If HSS does not have the provider SSN or Tax ID number, then they can complete the SSN field with zeros.</p> <ul style="list-style-type: none"> • See Attachment B, Directions for Completing the "Request to Add/Change Provider Record in CalWIN" for specific instructions for completing the form (also on the San Diego County CalWIN Intranet site under <u>CIG>Caseload Management>Provider Request Form Instructions</u>), and • Attachment C, "Request to Add/Change Provider Record in CalWIN" for an example of the required request form (also on the San Diego County CalWIN Intranet site under <u>CIG>Caseload Management>Provider Request Form</u>).
2	<p>Email the completed provider request form to benissuance.hhsa@sdcounty.ca.gov, making sure to include "Provider Maintenance/Name of Provider" in subject line.</p>
3	<p>If the provider is not 1099 exempt, then mail the provider the IRS W-9 form and a copy of the 1099 letter, with a return envelope for Fiscal.</p> <ul style="list-style-type: none"> • See Attachment F, "IRS W-9 Form", and • Attachment G, 1099 letter to providers, for samples. <p>Note: It is a requirement to mail out W-9 forms to all non-exempt providers (see "Tax Status" section); however, providers can be entered into CalWIN without receipt of a W-9 for immediate need payments).</p>
4	<p>If a completed W-9 form gets returned to the HSS, it can be sent to Fiscal by either:</p> <ul style="list-style-type: none"> • Faxing (619) 237-8532, or • Mailing to W-403

A Fiscal staff member will email the HSS to let them know the requested action has been completed. To ensure that the information is received, they will also email the HSS supervisor. If the provider was entered in order for the HSS to issue a payment, they can proceed with processing the payment at that time.

**CalWIN
Provider
Maintenance
Process for
ECM and
FSET Staff**

When an ECM/FSET Social Worker determines they need to utilize a provider that is either not in CalWIN or is in CalWIN incorrectly, then they follow the procedure below for getting the provider either added or updated in the system:

Step	Action
1	<p>Complete the electronic “ES Provider Request Form”.</p> <p>Note: All fields denoted with a red star must be completed. If worker does not have the provider SSN or Tax ID number, then they can complete the SSN field with zeros. For ES requests, it is mandatory that ECMs indicate the type of service they want this provider linked to (e.g. transportation, ancillary, etc).</p> <ul style="list-style-type: none"> • See Attachment D, Directions for “ES Request to Add a Provider in CalWIN” for specific instructions for completing the form (also on the San Diego County CalWIN Intranet site under <u>CIG>Caseload Management>Directions for ES Provider Request Form</u>), and • Attachment E, “ES Provider Request Form” for an example of the required request form (also on the San Diego County CalWIN Intranet site under <u>CIG>Caseload Management>ES Provider Request Form</u>).
2	Email the completed provider request form to benissuance.hhsa@sdcounty.ca.gov , making sure to include “Provider Maintenance/Name of Provider” in subject line.
3	<p>If the provider is not 1099 exempt, then mail the provider the IRS W-9 form and a copy of the 1099 letter, with a return envelope for Fiscal.</p> <ul style="list-style-type: none"> • See Attachment F, “IRS W-9 Form”, and • Attachment G, 1099 letter to providers, for samples. <p>Note: It is a requirement to mail out W-9 forms to all non-exempt providers (see “Tax Status” section); however, providers can be entered into CalWIN without receipt of a W-9 for immediate need payments).</p>
4	<p>If a completed W-9 form gets returned to the worker, it can be sent to Fiscal by either:</p> <ul style="list-style-type: none"> • Faxing (619) 237-8532, or • Mailing to W-403

A Fiscal staff member will email the worker to let them know the requested action has been completed. To ensure that the information is received, they will also email the worker’s supervisor. If the provider was entered in order for the worker to issue a payment, they can proceed with processing the payment at that time.

**Tax Status
and W-9
forms**

Per IRS regulations, general payments to independent contractors and/or sole proprietors or partnerships (not incorporated entities) are 1099 reportable if the total payments made are \$600 or more. In order for the County of San Diego to be compliant with 1099 regulations, they must collect W-9 tax forms for all non-exempt providers.

Note: Prior to CalWIN Go-Live, Fiscal staff mailed out 1099 letters requesting W-9 completion to the providers in the legacy systems (see Attachment G for a copy of the letter). If HSS, ECM or FSET staff receives questions about the W-9 request, they can refer them to the Fiscal contact listed on the letter.

**Non-exempt
Providers
Requiring W-9
Forms**

In order for CalWIN to generate the required 1099 forms for non-exempt providers, the county must receive a W-9 form. The following are **non-exempt** providers:

- Doctors/Dentists for payments not covered by Medi-Cal
- Tutors
- Summer Camps
- Landlords (for rent paid on behalf of clients who are mandatory vendor pay cases)
- Utility Companies
- Hotels/Motels
- Car Repairs
- Vendors providing services to remove barriers to employment (e.g. tattoo removal)
- Child Care
- Board and Care

Note: If staff is unable to determine the tax status of the provider in question, they will indicate on the form that the provider is **non-exempt**.

**Exempt
Providers Not
Requiring W-9
Forms**

The following providers do not have to have a W-9 sent to them, as they are **exempt** from 1099 reporting:

- Educational Institutions
 - Furniture Stores
 - Uniform Stores
 - Stores selling tools
 - LTC facilities
 - Board and Care facilities for Medi-Cal beneficiaries
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Forms Impact

Attachment A, "How to Search for a Provider", provides HSS and ECM staff with the step by step instructions necessary to determine if a

**Forms Impact
(Continued)**

provider is already listed in the CalWIN system and is also available on the San Diego County CalWIN Intranet under [CIG>How To>How To # 226, How to Search for a Provider](#).

Attachment B, "Directions for Completing the Request to Add/Change Provider Record in CalWIN", provides detailed instructions for HSS staff on completing the form to submit for provider additions/changes in the system. It is available on the San Diego CalWIN Intranet under [CIG>Caseload Management>Provider Request Form Instructions](#).

Attachment C, "Request to Add/Change Provider Record in CalWIN", is the required form for HSS staff to use when submitting requests for additions/changes in CalWIN. It can be emailed directly from the San Diego County CalWIN Intranet site (located at [CIG>Caseload Management>Provider Request Form](#)), or sent as an email attachment to fiscal at benissuance.hhsa@sdcounty.ca.gov.

Reminder: It is essential that staff complete all of the fields denoted with a red star, as those are required fields to complete this transaction.

Attachment D, "Directions for ES Provider Request Form", provides detailed instructions on completing the form to submit for Employment Services provider additions/changes in the CalWIN system. It is available on the San Diego CalWIN Intranet under [CIG>Caseload Management>Directions for ES Provider Request Form](#).

Attachment E, "ES Provider Request Form", is the required form for ECM staff to use when submitting requests for additions/changes to providers in CalWIN. It can be emailed directly from the San Diego County CalWIN Intranet site (located at [CIG>Caseload Management>Provider Request Form](#)), or sent as an email attachment to fiscal at benissuance.hhsa@sdcounty.ca.gov.

Reminder: It is essential that staff complete all of the fields denoted with a red star, as those are required fields to complete this transaction.

Attachment F, "IRS W-9 Form", is the form that must be mailed out to all non-exempt providers. A copy of this form has been provided to the print vendor Xerox for sites to order as shelf-stock. In the interim staff can use photocopies of the attached IRS W-9 Form.

Reminder: Staff must send a W-9 to all non-exempt providers; however, providers can be added to CalWIN to process immediate need requests without receipt of a W-9.

Attachment G, 1099 letter to providers, is the letter to be sent out to providers with the W-9 form to explain why the County is requesting this information. Questions regarding the W-9 request can be directed to the Fiscal contact listed on the letter.

**Food Stamp
Impact**

FSET Social Workers are to follow the same instructions outlined in this Special Notice as ECM staff.

**Medi-Cal
Impact**

It is anticipated that there will not be a large number of changes necessary for LTC or Board and Care facilities. Should a need occur, follow the instructions above to change the necessary information.

**Automation
Impact**

None

**Child Care
Impact**

At this time, the Child Care Program is operating outside of the CalWIN system. Therefore, payments made on behalf of the Child Care Program do not currently impact the CalWIN provider tables. Child Care will continue to handle their own provider issues, including the W-9 requirements.

If ECM staff need to issue one time child care payments and cannot make the payment directly to the client, then they must follow the procedure outlined in this Special Notice to get those individuals and/or child care facilities entered into the CalWIN system as providers, including the mailing of a W-9 form to non-exempt providers.

**Assistant
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